

Event Announcement



Logistics & Service Supply Chain Days



Organized by ISLA

September 9 – 10, 2026

Day 1: 3:00 pm – 9:00 pm

Day 2: 9:00 am – 4:30 pm

Antwerp, Belgium

In a volatile and highly competitive business environment, service supply chains and spare parts logistics have become critical levers for the success of manufacturing companies. With this event, ISLA brings together service and logistics experts from OEMs across diverse industries to explore current trends, key challenges, emerging opportunities, and promising solutions. We will discuss strategies, initiatives, and projects aimed at improving parts availability, ensuring service excellence, optimizing logistics processes, and managing costs effectively. Join us for an open exchange of insights, experiences, and ideas shaping the future of service SCM and logistics. The event will offer extensive network-

Hosted by ISLA's member



KATOEN NATIE

ing opportunities, a series of insightful OEM case studies, two distinct warehouse tours, and an interactive session to explore selected topics in greater depth. The event is co-organized with and hosted by Katoen Natie at one of its major sites in the heart of the Port of Antwerp-Bruges. Privately owned, Katoen Natie is an international logistics service provider with an annual turnover of €3.2 billion. Within the aftermarket sector, the company has established itself as a global reference for warehousing and distribution of spare parts and components for OEMs, covering everything from small material handling to heavy duty and dangerous goods storage. The full agenda is currently being finalized and will be available in mid-July.



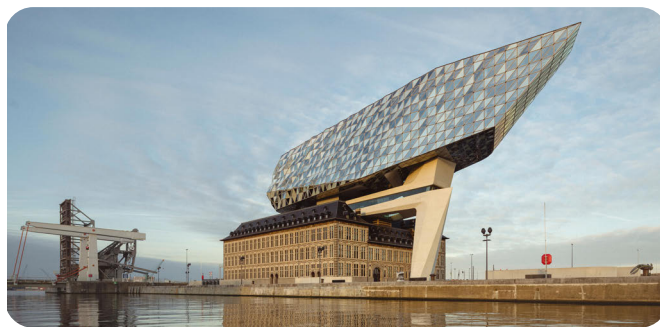
Motel One Antwerpen
 Oever 10, 12–14
 2000 Antwerp
 €117.90 per night
 incl. breakfast
 (single occupancy)



Hotel O Cathedral
 Handschoenmarkt 3/7
 2000 Antwerp
 €117.90 – 127.90
 per night incl. breakfast
 (single occupancy)

The Afternoon

15:00 – 15:30 Bus transfer from Steenplein, located just a short walk from the hotels, to the Havenhuis

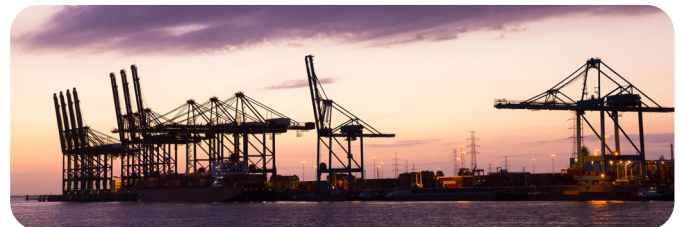


Havenhuis
 Port Authority Building
 Zaha Hadidplein 1
 2030 Antwerp

15:30 – 16:00 **Welcome to the Havenhuis and opportunity to experience this remarkable building**
 The Port House has served as the headquarters of the Antwerp Port Authority since its opening in 2016. It was designed by the Iraqi-British architect Dame Zara Hadid who was a key figure in the architecture of the late-20th and early-21st centuries.

16:00 – 17:00 **Coffee and presentation about the Port of Antwerp-Bruges**
 Located at the upper end of the tidal estuary of the River Scheldt, the Port of Antwerp-Bruges is the second largest seaport in Europe.

17:00 – 17:45 Bus transfer from Port House to the jetty in Lillo



The Evening

17:45 – 20:45 **Boat tour through the Port of Antwerp-Bruges with dinner on board**, offering a magnificent view of the harbour installations in full activity, including Europe's largest container terminal which accommodates the world's largest container ships of up to 400 meters in length

20:45 **Docking at Steenplein**
 Steenplein is a vibrant destination in Antwerp, known for its waterfront views, historic landmarks, and a lively promenade atmosphere.



Katoen Natie
Burcht Singelberg
 Ketenislaan 1
 9130 Kallo
 Belgium

For travel from downtown Antwerp to the event venue in Kallo, participants are advised to use the public waterbus service (De Waterbus) which connects Antwerp Steenplein with Kallo/Kallosluis in 36 minutes (departure at 8:00). Traveling by car is possible, though rush-hour traffic and congestion on the roads crossing the Scheldt may cause delays.

The Morning

9:00 – 9:30	Registration and morning coffee	
9:30 – 9:45	Opening remarks and introductory presentation	Thibaut van den Berghe , Head of Business Lines Aftermarket and Automotive & Industry, and Ruben Coetsier , Head of Business Development Aftermarket, Automotive & Industry at Katoen Natie
9:45 – 12:00	Session with three presentations and case studies from OEMs, each followed by Q&A and discussion with the audience	
12:00 – 13:00	Lunch	

The Afternoon

13:00 – 14:30	Guided tour of Katoen Natie’s aftermarket operations for Polaris, a U.S.-based OEM in the power-sports and specialty vehicle sector, and of the highly automated warehouse serving Intergamma, a leading DIY retail group with almost 400 stores in the Netherlands and Belgium.
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14:30 – 15:00	Coffee Break
15:00 – 16:00	Interactive workshop session on current topics in Service Supply Chain Operations
16:00 – 16:30	Wrap-up of the day and end of the event

Event Organizer

The Logistics & Service Supply Chain Days are organized by ISLA. Our association is a network of professionals dedicated to Customer Care, Lifecycle Solutions, and Service Logistics in the digital age. It is based in Munich where it was founded in 2003. Since ISLA is not commercially driven, it depends on the support of its corporate members. Some 60 companies from Europe and North America have joined the association, with a strong representation from the manufacturing sector.

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are welcome. For more information, please visit www.serviceleaders.org or contact us: ISLA International Service Logistics Association e.V. Rosenheimer Platz 4, 81669 Munich, Germany +49-(0)89-510 76 431 and isla@servicelogistics.info Executive Board: Oliver Bendig, Mathias Lentfer, Alisha McCartney, Peter Rudzio, and Falk Seidenfaden

ISLA Members

Leading companies from across industries support ISLA actively in its effort to provide the best forum for the exchange among senior managers in Customer Service, Lifecycle Solutions, and Spare Parts Logistics. Our membership base is primarily made of Original Equipment Manufacturers (OEMs). We are proud that, among others, the below companies are corporate members of ISLA:



Registration

To register for the Logistics & Service Supply Chain Days in Antwerp & Kallo, Belgium, on September 9–10, 2026, please complete the below form. **The fee for attending the event is €349.** A reduced participation fee of **€249 applies to members of ISLA and the Service Logistics Forum (SLF).** A special discount for academic researchers and students is offered upon request. Upon receipt of your registration, an attendance-fee invoice will be sent.

Please register online at www.serviceleaders.org/e/antwerp26, or return the completed form via e-mail to isla@servicelogistics.info.

Registration for the Logistics & Service Supply Chain Days includes access to the meeting and all related activities, as well as all meals, snacks and beverages. A meeting handout and an event documentation (as pdf download) are included as well. Attendees are responsible for their own travel expenses. ISLA reserves the right to make changes to the program as stated in this document. Cancellations received up to 10 days prior to the event are free of charge. However, you may delegate a substitute at any time by contacting us. ISLA may cancel the event due to force majeure, or an incident beyond its control that makes it impossible to hold the event. Registration fees will be refunded. No further liability is accepted.

Mr. Mrs. Ms. Title, first and last name _____

Company / Institution _____

Department _____

Position / Job Title _____

Address _____

Postal Code _____ City _____ Country _____

Tel _____ Mobile _____ E-Mail _____

Accommodation
Please indicate here if you would like to book a room for the night of September 9–10, 2026, at one of the following hotels: Motel One Antwerpen (€117.90) or Hotel O Kathedral (€117.90–127.90). Rates are per night, incl. breakfast, for single occupancy. A city tax of €3.60 per person per night applies. We will send you the details you need to book your room directly with the hotel at the special rate.

Pre-event program on Day 1
Please check here if you would like to join us for the activities scheduled for the afternoon and evening of September 9, namely the visit of the Antwerp Port House and the boat tour through the Port of Antwerp-Bruges (with dinner).

I consent to ISLA keeping my contact details given above for the following purpose: Registration to the Logistics & Service Supply Chain Days and providing information on future events. According to the EU's General Data Protection Regulation (GDPR), we are required to obtain your permission ("consent") to keep and process your personal data. You have the right to withdraw your consent at any time.

Date, Signature _____